



Wraparound Care (WAC) Guidelines September 2025



1. Policy Statement

Early Birds Breakfast Club and Night Owls after School Club were established in September 2019 to help meet the needs of our pupils and parents. The clubs are committed to equal opportunities. No child who uses the club will be discriminated against on any grounds, e.g. race, gender, religion, disability or social background. Appropriate and reasonable steps will be taken to ensure that the service is accessible to all sections of the school community.

2. Aims

- To provide a secure, safe and welcoming before and after school facility for all children at Stadhampton Primary School.
- To support working parents by providing an affordable childcare facility.
- To be consistent and reliable to enable parents to have confidence and peace of mind whilst their child is at Early Birds or Night Owls.
- To enable pupils to eat healthy and varied food before and after school in a pleasant, relaxed environment.

3. Roles and Responsibilities

The **Headteacher** has overall responsibility for the breakfast and after school provision with the Acer Trust as the employer. The Head will take forward any recruitment needs, oversee staff development and lead the termly team meetings. The Wraparound care team will participate in support staff appraisal reviews in line with the annual school cycle.

The **Wraparound Care (WAC) Leader** has responsibility for managing the staff team, working in partnership with the Headteacher and school office. They manage the day to day activities of the club to devise staffing rotas, manage food orders and oversee quality play care. They will also ensure that the allergen lists for food provided by WAC are up to date and that the food safety management system forms are completed.

Wraparound Care Support Assistants will work with, and receive instructions from, the Leader and on occasion the Headteacher, in line with their job descriptions.

The **Office and WAC Administrator** will manage wraparound care bookings, taking payments and producing daily registers. They will ensure that the wraparound care team

have access to the latest pupil contact and medical information, a paper version of which will be stored in the WAC folder. They will also facilitate a termly WAC team meeting and ensure that the team's training in first aid, safeguarding and food hygiene are current.

Where a pupil may have SEN or behavioural support needs, the **class teachers** will work with the wraparound care team to inform behaviour management strategies. They will also receive pupils from Early Birds each morning and prepare pupils to be handed over to Night Owls each evening.

4. Staffing Ratios

Staff rotas reflect the number of children booked in any one session. Where numbers rise above 10, and giving consideration to the mix of pupils attending, a second staff member will be added to the rota. In addition to the pupil number threshold, a second staff member will always be onsite for the 4-6pm slot.

Requests for ad hoc sessions should be made more than 24 hours in advance of the required day (or before the end of school on a Friday if needed for the following Monday). A session required at shorter notice can only be accommodated if approved by office staff. To ensure safe staffing ratios, we are unable to accept pupils who have not been booked into a session in advance.

If a member of staff is absent, they must inform the Wraparound Care Leader and/or Headteacher before 7.00 am. Cover will then be arranged.

5. Timings

Early Birds opens at 7.45am and children will not be received before this time. Night Owls closes at 6pm. late collection of child/ren after the closure of the club will incur a penalty fee of £10 per session. See section 13 for the Uncollected Child Policy. Collection arrangements broken on more than two occasions may result in a child/rens place being withdrawn.

Night Owls will run between 1 and 4 pm at the end of every long term (Christmas, Easter, Summer) where there is an early school finish, if numbers permit. Prior notice will be given when booking for the term opens.

Breakfast will be served between 8.15 and 8.30am at Early Birds. If a child arrives for Early Birds after 8.30am, they will be unable to have breakfast. Due to staffing ratios, it is not possible to offer two breakfast sittings and offering breakfast past 8.30am does not allow for the wraparound care team to have all children ready to join their class at 8.45am.

6. Charges

The charge per session when booked in advance for Early Birds is £7.00 and £14.00 for Night Owls. Additional or ad hoc sessions are charged at £9.00 for Early Birds and £16.00 for Night Owls.

In light of the current cost of living concerns, those children receiving Free School Meals will be charged £2.00 less for each session. The session fees will be reviewed on an annual basis.

Payment for pre-bookings are made for half a term in advance. Reminders about booking and payment windows are sent via ParentMail and the school newsletter. We are able to accept payments via ParentMail or directly from tax-free bank accounts and childcare vouchers via the school office.

7. Cancelled, Non-Attended or Altered Sessions

No refunds will be issued for non-attendance if a parent changes their mind. However, if a child is unable to attend a session due to sickness, bookings will be refunded after the first five days of missed sessions in any one bout of illness.

If the club is forced to close due to circumstances beyond our control i.e. snow, water supply or electricity issues etc., missed sessions will be repaid.

Requests to alter bookings once they have been made will be considered on a case by case basis. An administration fee of £10 may be applied to cover the costs of register alteration and invoice regeneration. This only applies when bookings are still considered pre-booked. Any adhoc changes will be considered a cancellation and the new booking will be chargeable at the full rate.

8. Wraparound Care Routines

Early Birds

- Children enter the hall via the main entrance and are registered by the WAC staff on duty.
- Children will be given a choice of breakfast and a drink between 8.15-8.30am. Food is served at the table with an emphasis on good table manners and behaviour.
- A variety of activities will be provided.
- Children will be escorted to their classrooms at their allotted start time.

Night Owls

- School staff are informed which children will be attending Night Owls each morning. The office will inform class teachers of any 'late notice' children during the course of the day.
- Children are accompanied from their classrooms to the hall at the end of the day where they are met by a member of Night Owls staff.
- During the course of the session, children will be offered a snack and a drink.
- A variety of activities will be provided.
- WAC staff record when children are collected from the session and by whom, and sign them out.
- If a parent/carer is unable to collect their child, they can nominate another adult to do so, however WAC must have notified beforehand, the adult collecting must give the collection password the child's parents have provided to school.
- Parents must notify school via email if their child is attending any additional afterschool activity club, e.g. football, and will need transferring to Night Owls so arrangements can be made for hand over.

9. Safeguarding:

Early Birds and Night Owls staff adhere to the Stadhampton Primary School Safeguarding Policy and have received generalist safeguarding training. If a safeguarding concern arises, WAC staff will make contact with one of the school Designated Safeguarding Leads (DSLs). (Emma Charnock, Nicki Stafford or Ella Morgan). Contact details for MASH are on display in the staff room.

All WAC appointments are made in line with the School Safer Recruitment policy and staff have be made aware of the Staff Code of Conduct. Where ICT equipment is used, they must follow the school's E Safety Policy.

10. Behaviour

The school policy and rules with regard to behaviour are followed to ensure consistency for the children at the club. If a child continually fails to meet behavioural expectations, the school reserves the right to withdraw the place.

11. Complaints

All complaints notified verbally or in writing by a parent/carer of a child attending Early Birds or Night Owls will be initially investigated by the Wraparound Care Leader. The Headteacher will be kept informed and will be involved in the final decision, in line with the school's complaints procedure.

12. Health, Safety and First Aid

Early Birds and Night Owls falls under the school's Health and Safety Policy which all staff have read. A risk assessment is also carried out for Wraparound Care on an annual basis.

In case of a fire emergency, and in line with the school evacuation procedure, all staff and children will evacuate the building. Staff will escort the children to the designated lining up area in the playground and take the register. Drills are undertaken 3 times a year.

The school's procedure for managing infectious diseases, including exclusion periods, first aid and reporting of accidents, managing pupils with medical conditions and administration of medicine are also adopted by wraparound care.

Staff receive paediatric first aid and anaphylaxis training and have access to the first aid cupboard where pupil inhalers are kept. Office staff ensure that WAC have access to an up to date list of parent contacts and medical information for each pupil. Where an accident or incident occurs, parents and the Head will be informed as soon as reasonably practical.

As snacks are prepared by the team, staff have undertaken Food Hygiene level 2 training. A food safety management system has also been implemented and the provision registered and evaluated by SODC Food Hygiene Team.

13. Uncollected Children Policy

If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

- Up to 15 minutes late. When the parent or carer arrives they will be reminded that they must call the club to notify if they are delayed. The parent or carer will be informed that penalty fees may have to be charged (unless the delay was genuinely unavoidable).
- More than 15 minutes late. If a parent or carer is more than 15 minutes late in collecting their child, the Leader will try to contact them using the contact details on file. If there is no response from the parent or carer, messages will be left requesting that they contact the club immediately. The Leader will then try to contact the emergency contacts listed on the child's registration form. While waiting to be collected, the child will be supervised by a member of staff. When the parent or carer arrives they will be reminded that they must call the club to notify us if they are delayed, and that penalty fees may have to be incurred (except in exceptional circumstances).
- More than 30 minutes late. If the staff have been unable to contact the child's parents or carers after 30 minutes, they will contact the Headteacher for advice. The child will remain in the care of the club's staff, on the club's premises if possible, until collected by the parent or carer, or until placed in the care of the Headteacher. Should the need arise, the Headteacher may consider contacting the MASH team (Multi-Agency Safeguarding Hub- **0345 050 7666**) for advice.
- The Leader will record incidents of late collection and will discuss them with the child's parents or carers. Parents or carers will be reminded that if they persistently collect their child late they may lose their place at the club.